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Background

As you work in PeopleSoft applications, you might notice that slight variations exist on the same transaction page depending on the browser that you use. On occasion, some browsers cause your PeopleSoft application to exhibit behaviors that vary from the expected behavior. Some of these differences are very subtle and have no impact on the performance of the application, while others might alter the look and function of PeopleSoft pages. Anomalies in appearance and behavior can occur because the technologies that browsers use to process and present web pages vary among browsers and browser releases. PeopleSoft applications are designed to be compatible with multiple browsers, despite their technological differences.

Browser settings, compatibility view, pop-up blocker and security settings can impact PeopleSoft downloads. This document provides instructions for setting the browser, allowing compatibility view, pop-up blocker and security settings when the user is unable to download in PeopleSoft.

Please note that due to the numerous versions of browsers available, although not exact, most of the navigation will be similar to the steps outlined.

Oracle Certified Desktop Browser List:

Browser Name	Browser Release	Operating System (OS)	SHaRP	SMART
Internet Explorer (Microsoft)	11	Not Applicable	X	X
	10	Not Applicable	X	X
	9	Not Applicable	X	X
Firefox (Mozilla)	30	Microsoft Windows 7 Microsoft Windows 8, 8.1 (64-bit) Linux 5,6,7	X	X
	24	Microsoft Windows 7 Microsoft Windows 8, 8.1, 10 (64-bit) Linux 5,6,7	X	X
Chrome (Google)	35	Microsoft Windows 7 Microsoft Windows 8, 8.1 (64-bit)	X	X
Safari (Apple)	8	Mac OS X 10.10 (64-bit)	X	X
	7	Mac OS X 10.9 (64-bit)	X	X

Source: Oracle Support, PeopleTools (PT), 9/18/2015

How to Check Your Browser Version

This section provides general instruction for determining the version of your web browser. Web browsers can vary from version to version or what operating system it is on (Mac or PC).

You can use this information to determine if the web browser you are or will be using with SHaRP or SMART is certified. (See Certified Browser List on previous page.)

This information is also very helpful to provide if you are in need of assistance or troubleshooting.

1. On your computer, **open the browser** that you use to access systems like Employee Self-Service, SHARP, agency web software, or the internet. Common browser icons are listed below.

   Internet Explorer:

   Mozilla Firefox:

   Google Chrome:

   Apple Safari:

   Continue to the next page for specific instructions for each browser…

2. With your browser open, **determine what browser version** you are using by following the instructions for your specific browser below:

Internet Explorer:
1. On the top menu bar, click Help, then click About Internet Explorer.
2. An "About Internet Explorer" window will open with the version information.
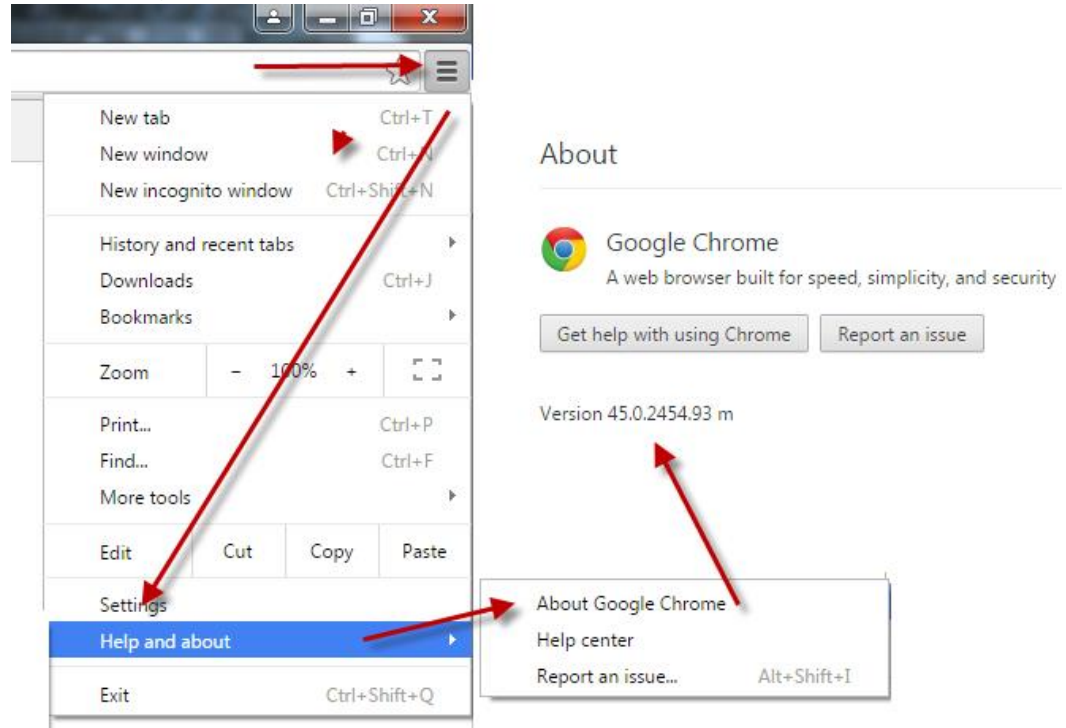
Mozilla Firefox:
1. On the top menu bar, click **Help**, then click **About Mozilla Firefox**.
2. An "About Mozilla Firefox" window will open with the version information.

Google Chrome:

1. On the top menu bar, click **Help**, then click **About Google Chrome**.
2. The page "About Google Chrome" will open with the version information.

Apple Safari:

1. On the Mac menu bar, click **Safari**, a drop down menu will appear.
2. Choose the option labeled **About Safari**.
3. An "About Safari" window will open with the version information. The first number outside the parenthesis is the version number.

How to Clear Your Browser Cache

This section provides general instruction for clearing the cache in browsers. Web browsers can vary from version to version or what operating system it is on (Mac or PC).

> Browser cache is a temporary storage location on your computer for web page information that is downloaded when you view a web page. Your browser does this so the next time you view the page it will load faster. It is faster because it only downloads updated information instead of the whole page.

> When a browser fails to download or recognize there is new or updated web page content, your browser may show old content, unformatted content, stall, or act strangely. Clearing your browser cache can solve these issues.

The instructions below only show an example of a single version of each browser as an example.
Check with your agency technical staff if you need assistance with your specific browser.

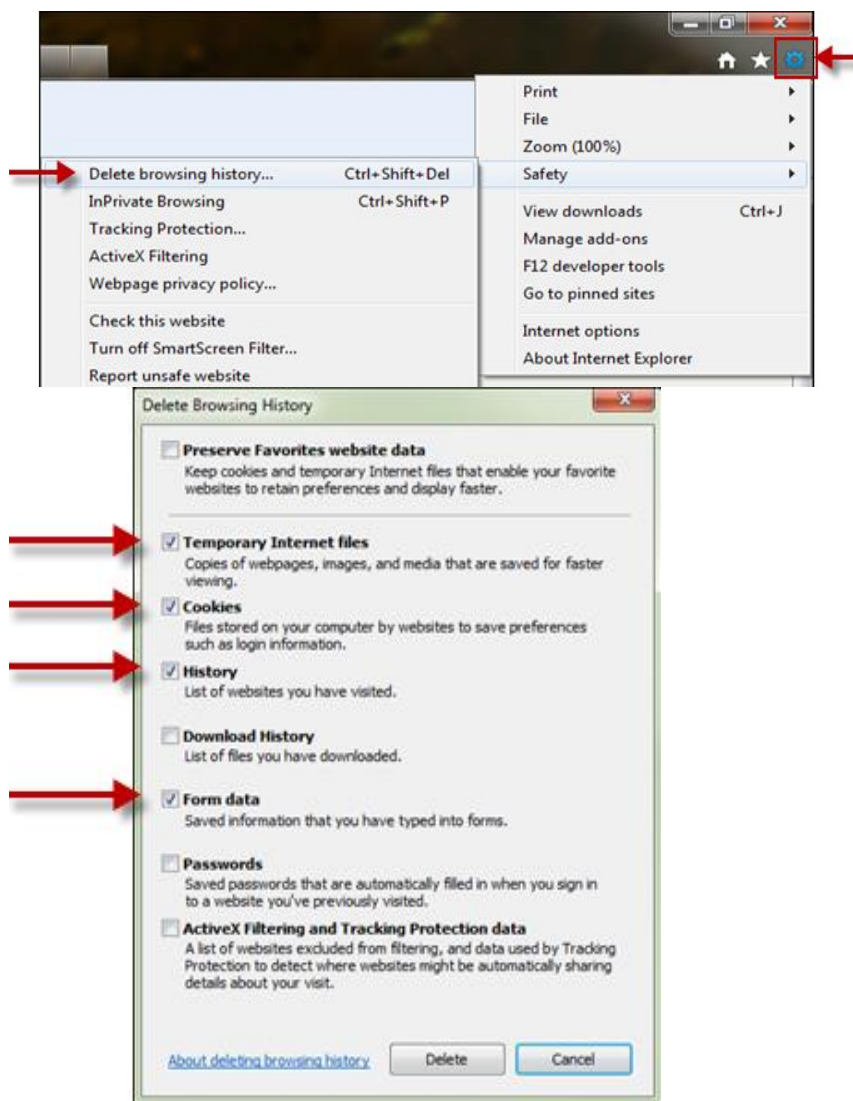## Clear Browser Cache in Firefox 30+

1. Open the Firefox browser.
2. Press Ctrl+Shift+Del or at the top of the Firefox window, click the Drop Down arrow. Select History and then click Clear Recent History.
3. Click Clear Now.
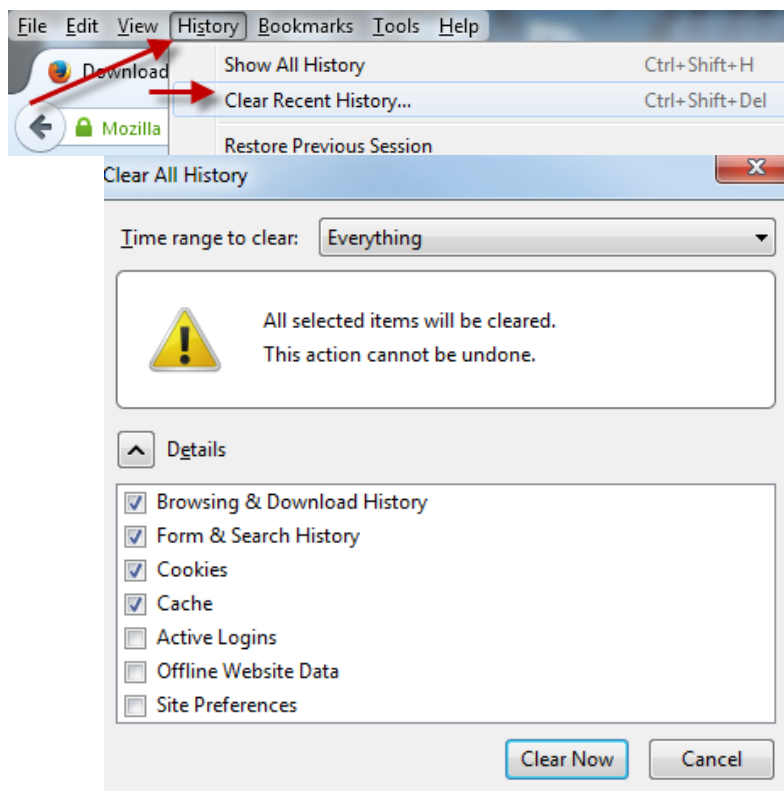
Clear Browser Cache in Internet Explorer 9

1. Open the Internet Explorer browser.

2. Press Ctrl+Shift+Del or go to the toolbar, click on the gear icon for Tools, then click Safety, then click "Delete Browsing History"

3. In the Delete Browsing History dialog box select **Delete.**

Very Important! Be sure to only check the Temporary Internet files, Cookies, History, and Form data boxes are checked.
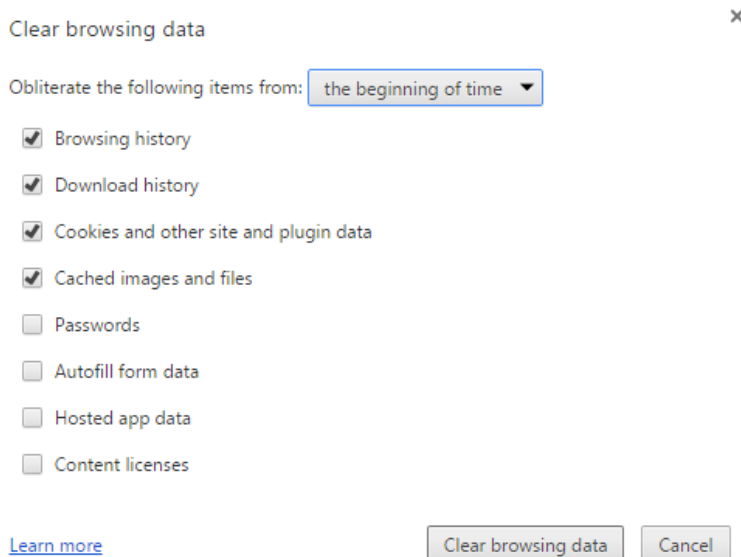
Clear Browser Cache in Google Chrome 35+

1. Open Google Chrome browser.

2. Press Ctrl + H or navigate to the History page.
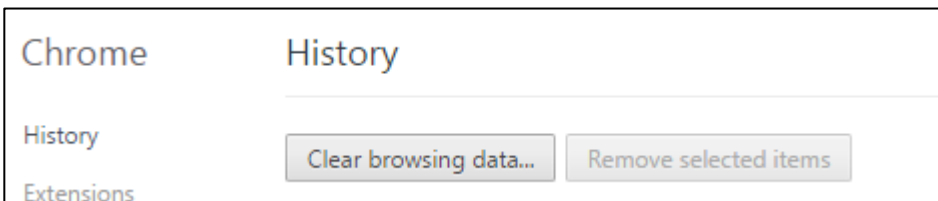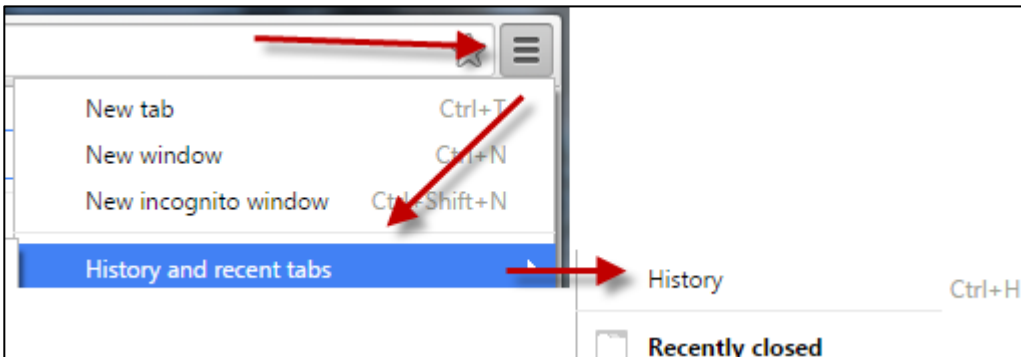
3. Click "Clear the clear browsing data button".

Clear Browser Cache in Safari 8

1. Open the Safari browser.

2. On the Mac menu bar, click Safari. Then select "Clear History & Website Data"

3. Select the duration you would like to clear, and click Clear History. Cache and History is now cleared.

4. Alternate method:

   a. Click the History tab and select "Clear History & Website Data".

Clearing Browser Cache in older versions of Internet Explorer and other Browsers

Some of the browsers listed in this link are not necessarily supported by PeopleSoft. Please check with your agency technical staff to assist you with clearing cache for your specific browser version if you still need assistance.

This link provides steps to clear your browser cache for various browsers and versions:

How To Clear Your Browser Cache (Other browser versions)

Allow Pop-Up Windows in PeopleSoft

PeopleSoft often uses pop-up windows to display information that is requested. If the browser is set to block pop-up windows - and most are set that way as a default - then PeopleSoft will not work properly.

If you click on a button or a link and nothing happens, you probably need to **adjust** your pop-up blocker settings. In this step-by-step guide we show you how to leave your pop-up blocker turned on (to protect you from annoying intrusions from other websites), while adjusting it so that pop-up windows open properly when you are in PeopleSoft.

There are a variety of ways to allow pop-ups depending on your browser. Below are instructions for Internet Explorer and Fox

If you have previously added PeopleSoft to your browsers, you will need to re-add them when a new web address is given. Note that the PeopleSoft web sites changed in 2015:

NEW	OLD
sharp.sok.ks.gov	sharp.ks.gov
smart.sok.ks.gov	smart.ks.gov

Allowing Pop-up Windows in PeopleSoft using I.E. (version 9)

1. **Log in** to SMART or SHaRP.

2. If you have a **Pop-Up Blocker** button on your browser toolbar (default configuration), just to the right of the **Bookmarks** button, click on the **Pop-Up Blocker** button (while logged in to **PeopleSoft SMART or SHaRP**) to always allow pop-ups for that specific PeopleSoft site.

4. If you do not see the **Pop-Up Blocker** button, click on the **Tools** button on the browser toolbar.

5. Highlight **Pop-Up Blocker**, and then click on **Pop-Up Blocker Settings**.
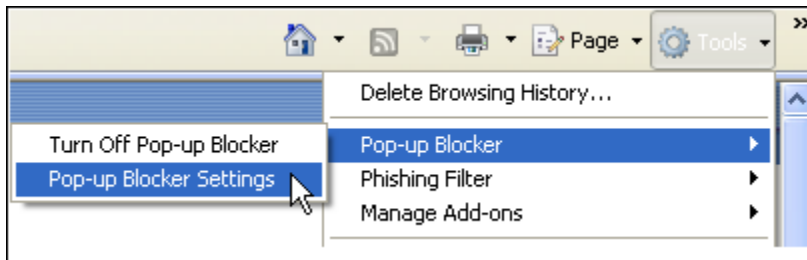

6. In the box marked "**Address of web site to allow**," type **sharp.sok.ks.gov** or **smart.sok.ks.gov** and click **Add**.
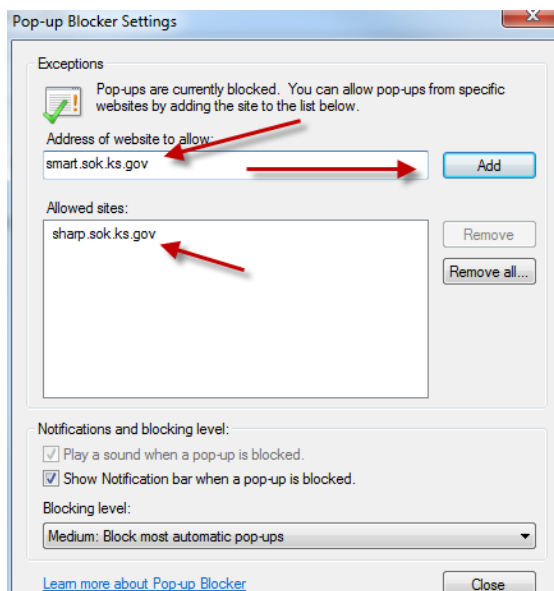

7. Click **Close**.

Allowing PeopleSoft Pop-Ups in Firefox

1. Open the Firefox browser.

2. Click on **Tools** in the browser menu bar in the upper left portion of the window.

3. Select **Options** from the drop-down menu.

4. Click on the **Content** tab near the top of the window. (Note that your screen may look slightly different, but the options remain the same)
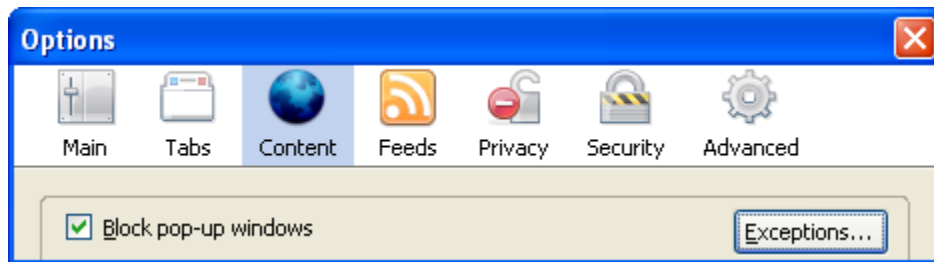
5. Ensure that the checkbox for **Block Pop-Up Windows** is checked.

6. Click on the **Exceptions** button. (The button for version 1.5 says **Allowed Sites**.)
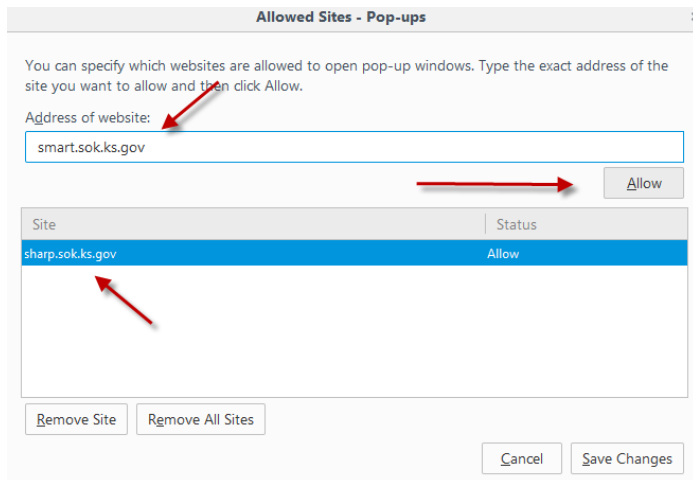
7. In the **Address of Web Site** field, type **sharp.sok.ks.gov** or **smart.sok.ks.gov**

8. Click the **Allow** button to allow pop-ups on the SHARP or SMART website(s).

9. Click the **Close** button to close the window.

View My Paycheck in ESS

Mozilla Firefox will work with default settings and popup blocking turned off for PeopleSoft sites. If you try to open a site or download from within a site that you are on, Firefox will prompt you (with a bar at the top of the browser) to allow pop-ups. Click on the Options button and allow pop-up for ESS.

Internet Explorer - Some agencies have reported employees receiving "Error 404" when trying to access their PDF pay advice using Employee Self Service. The issue seems to be caused by the browsers inability to open the PDF pay advice in a new window. The window is opening, but the PDF download of the information into the new window is being blocked.

Below are steps that may be taken to resolve the problem. Agency Human Resources/Payroll staff may need to work with the agency's IT department to get the setting changed. If you have questions or problems, please call the Kansas Service Desk at 785-368-8000.

Check for the following:
1. Make sure a pop-up blocker is not turned on. If the pop-up blocker is turned on, the attachments will not open. The pop-up blocker should have the ability to run while allowing certain sites to "pop-up". Configure the blocker to allow this for PeopleSoft sites (i.e. **sharp.sok.ks.gov** or **smart.sok.ks.gov**).
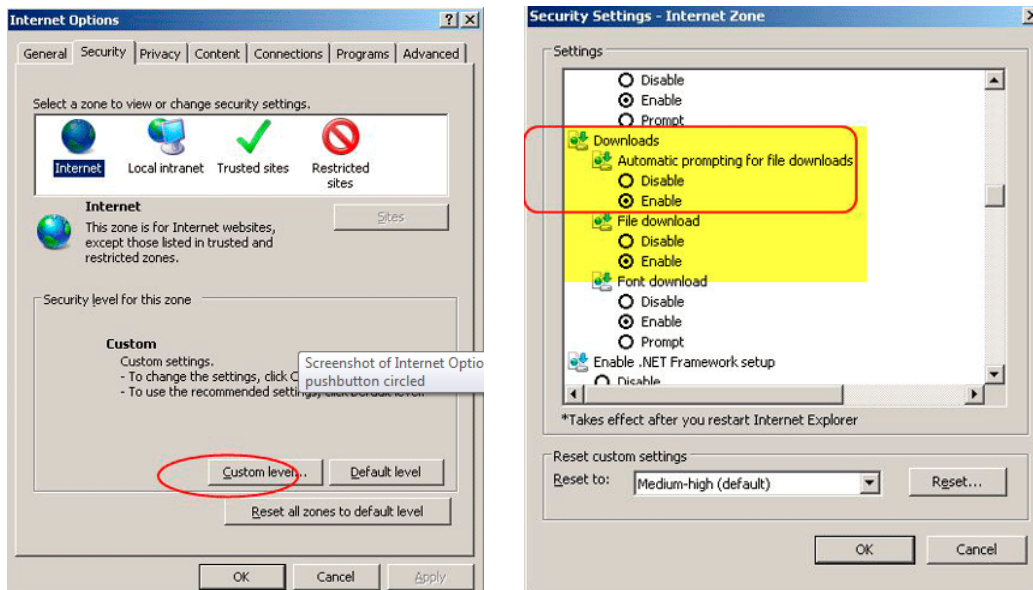
Tools > Pop Up Blocker > Pop Up Blocker Settings
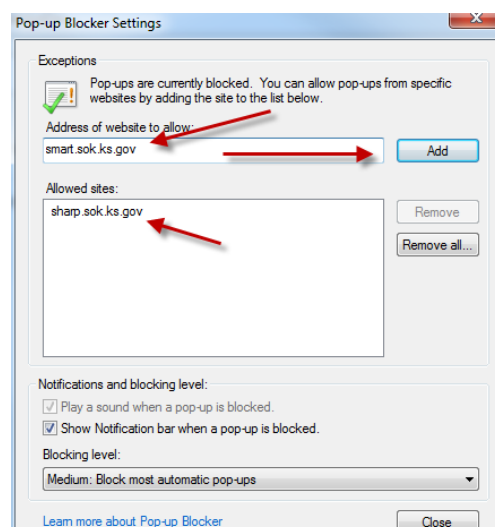
2. **Tools > Internet Options > Advanced** and then make sure that "Do not save encrypted files to disk" is <u>not </u>checked.
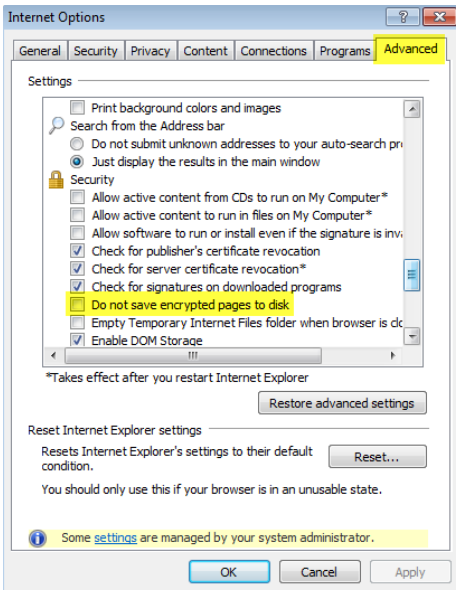
3. **Tools > Internet Options > Security > Custom Level** and click on the 'Enable' radio button for Downloads/Automatic and Downloads/File download and click OK.

Multi-tabbed browsing

PeopleSoft SHaRP, SMART, and ESS applications **DO NOT** support tabbed browsing. Specifically, if you sign out of one PS application in one tab, then you will lose functionality in another PS application in another tab.

Frequently Asked Questions

Why would I clear my browser cache, and how do I do that?

When working on the Internet, your browser keeps a copy of the pages you visit (in cache) so that the next time you visit them, the browser can load them to your computer in less time. You should clear your cache regularly for two reasons. First, having a page in cache can sometimes cause a conflict with a page that you are trying to view. (If you suspect this may be the case, go into your browser options, clear the cache, close the browser, then re-open the browser and try again to view the page.) Secondly, having a large number of files in your cache will slow down your browser and take up space on your hard drive. See Clearing your Cache.

Does PeopleSoft have any special requirements regarding pop-up windows?

PeopleSoft often uses pop-up windows to display information you request. If your browser is set to block pop-up windows—and most are set that way by default—then PeopleSoft will not work properly. If you click on a button or a link and nothing happens, you probably need to adjust your pop-up blocker settings. It is possible to leave your pop-up blocker turned on (to protect you from annoying intrusions from other websites), while adjusting it so that pop-up windows open properly when you are in PeopleSoft (allow pop-ups for sharp.ks.gov or smart.ks.gov).
See Allowing Pop-up Windows in PeopleSoft section in this document for help adjusting your pop-up settings.

Why isn't my page printing the way I'd like it to—and what can I do about it?

You may need to adjust your printer settings. Typically you can do that via the Properties tab in the window that opens when you press 'Print'.

Are the latest releases of Mozilla Firefox supported?

At this time, only Mozilla Firefox 24 & 30 is supported by PeopleSoft. This does not mean that a newer version will not work, but this does mean that if you encounter problems you will not be provided support or a fix for it. This document will be updated as newer versions are added.
Check with your agency technical staff about download and installation policies if this is on a work computer. See this link https://support.mozilla.org/en-US/kb/install-older-version-of-firefox to install a previous version of Mozilla Firefox. **WARNING:** Using old versions of Firefox can pose a significant security risk. Proceed with caution.

What should I do when I want to stay in one part of the program (SMART for example) but I want to open a second browser window?

To open more than one PeopleSoft window at a time, click the "New Window" link located in the top right hand corner of your PeopleSoft screen. Depending on the browser you are using, you may be able to set your browser options to open this link in a new tab, rather than a new window, if you prefer. (The new window will open in the same place as the window you were using, but you can use the PeopleSoft menu to navigate wherever you'd like within the module.)
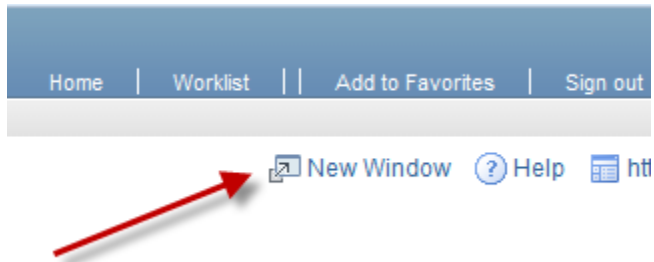
What should I do if I want to work in more than one PeopleSoft environment (SMART and SHARP)?

If you wish to do work in both SHaRP and SMART at the same time and you are a user of both systems, there is a link within SHaRP that points to SMART and also a link within SMART that points to SHaRP. (Check with your agency security contact/liaison if you do not see this link and you have access to both systems) Clicking on this link will launch a new browser and sign you into the corresponding environment. *You cannot have both systems open in a single browser at one time. This is known as multi-tabbed browsing (Example: SMART open in one window/tab and SHARP open in another window/tab)

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